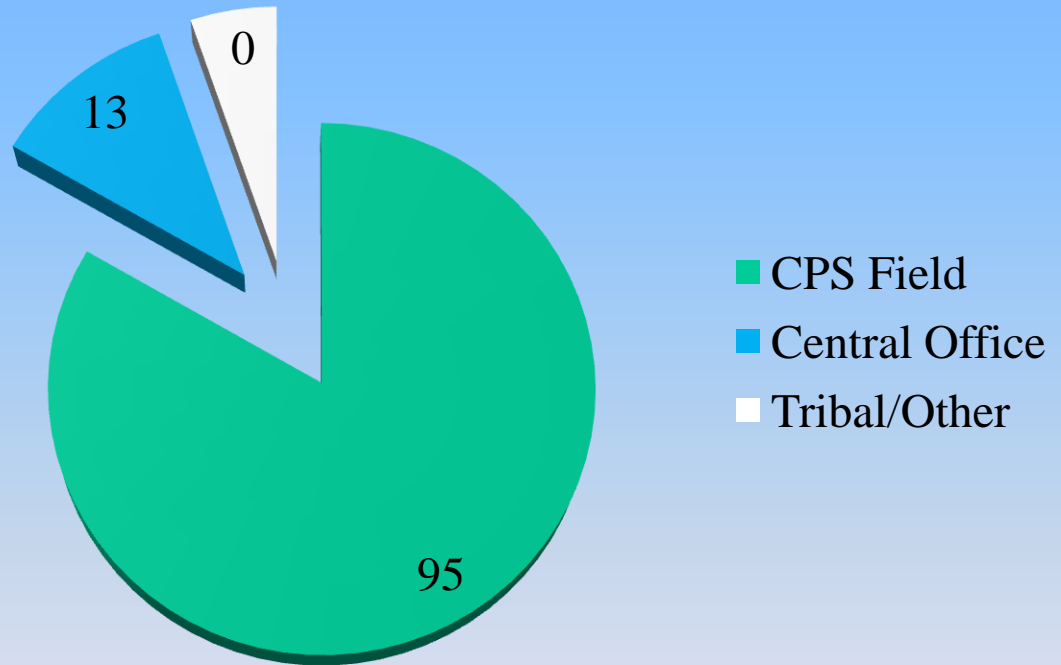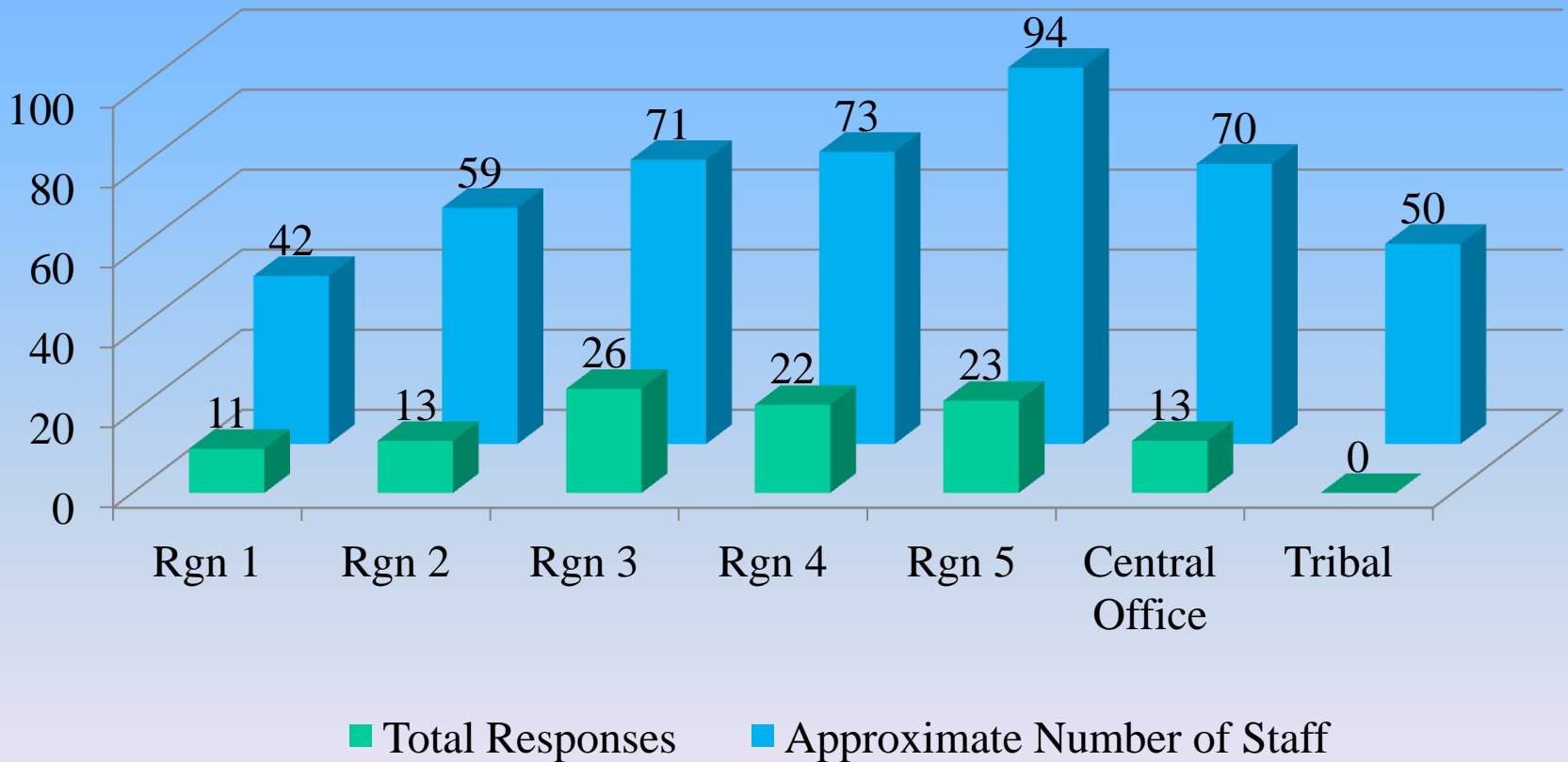# BACKGROUND

- January 2011 – all CAPS system users were invited to submit a training needs assessment survey.

- Workers were given two weeks to complete and return the electronic survey.

- February 2011 – Northrop Grumman CAPS trainer compiled all survey responses.

- March 2011 – Formal training needs assessment document was delivered to DPHHS.

- March 2011 – Assessment and survey statistics were also made available to all CAPS system users on the CAPS training website.

# Total Returns

- 108 responses were received for a total return of 23%.

- Approximately 460 workers with Child and Family Services (Field and Central Office staff), Tribal and Contract Agencies received an invitation to complete a survey.
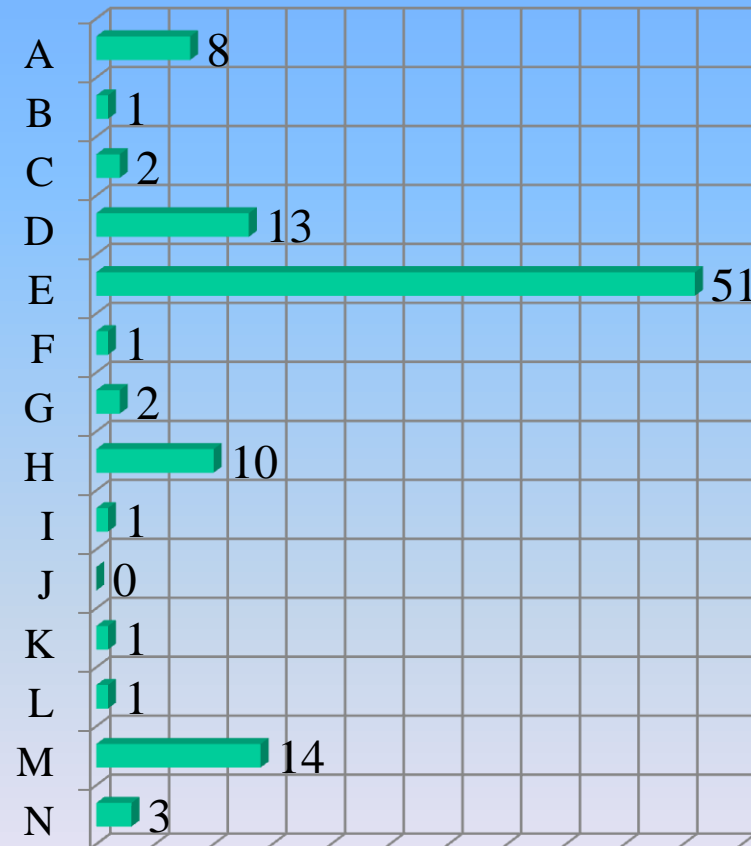


Pie chart legend:
- CPS Field
- Central Office
- Tribal/Other

Values: 13, 0, 95

# Physical Location of Workers



Bar chart showing Total Responses and Approximate Number of Staff by location:

| Location | Total Responses | Approximate Number of Staff |
|---|---|---|
| Rgn 1 | 11 | 42 |
| Rgn 2 | 13 | 59 |
| Rgn 3 | 26 | 71 |
| Rgn 4 | 22 | 73 |
| Rgn 5 | 23 | 94 |
| Central Office | 13 | 70 |
| Tribal | 0 | 50 |

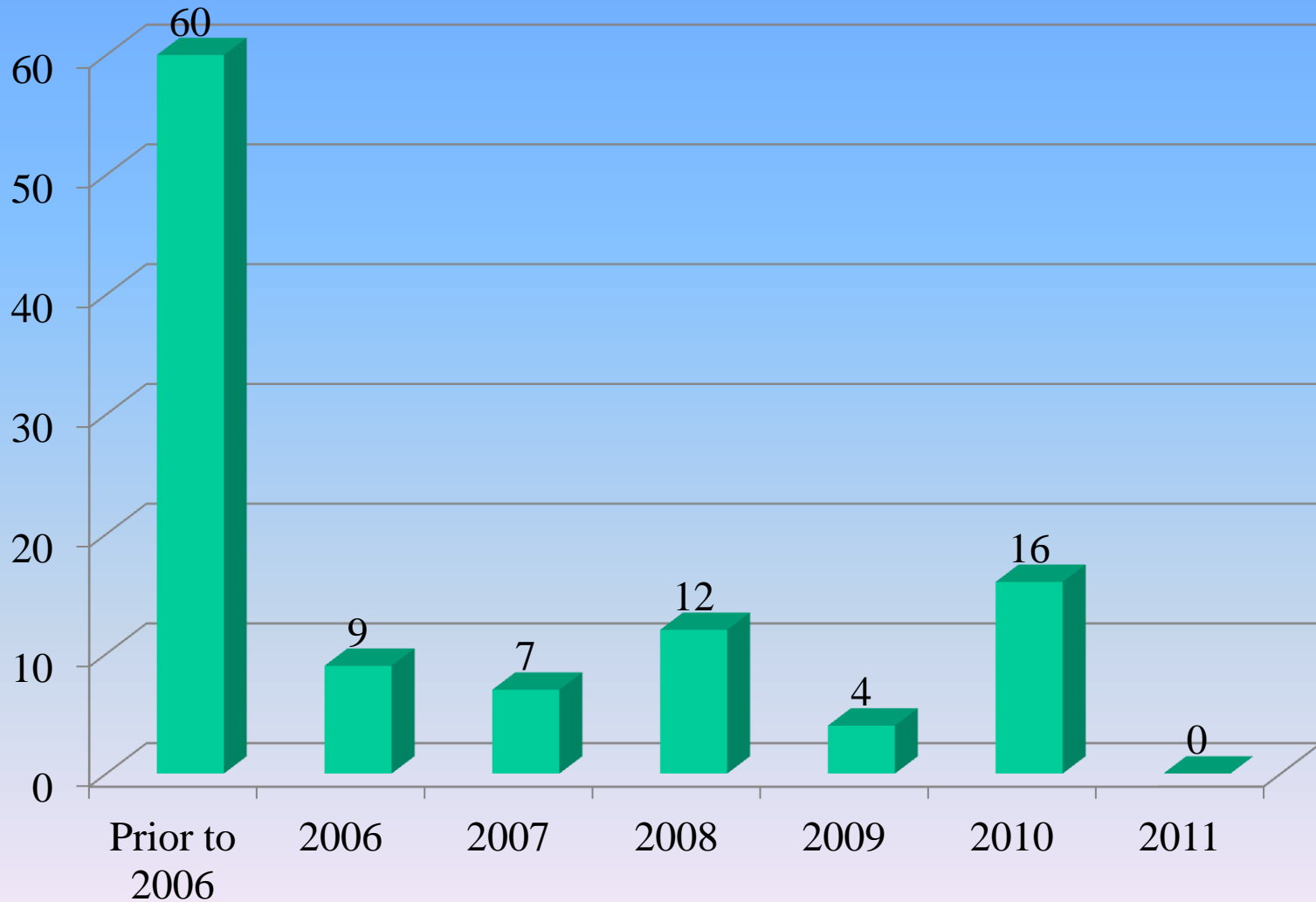# Staff Type of Workers

A. Administrative Support
B. Case Aid
C. Centralized Intake Staff
D. Central Office (All Staff)
E. CPS Specialist
F. Family Group Conference Coordinator
G. Fiscal Officer
H. Licensing Worker
I. Other
J. Permanency Plan Specialist
K. Program Assessment Specialist
L. Regional Administrator
M. Supervisor
N. Transitional Living Specialist

| Category | Value |
|----------|-------|
| A | 8 |
| B | 1 |
| C | 2 |
| D | 13 |
| E | 51 |
| F | 1 |
| G | 2 |
| H | 10 |
| I | 1 |
| J | 0 |
| K | 1 |
| L | 1 |
| M | 14 |
| N | 3 |

# Year of Hire of Workers

# Q1: Do you know how to register for CAPS training sessions?



9

99

YES
NO
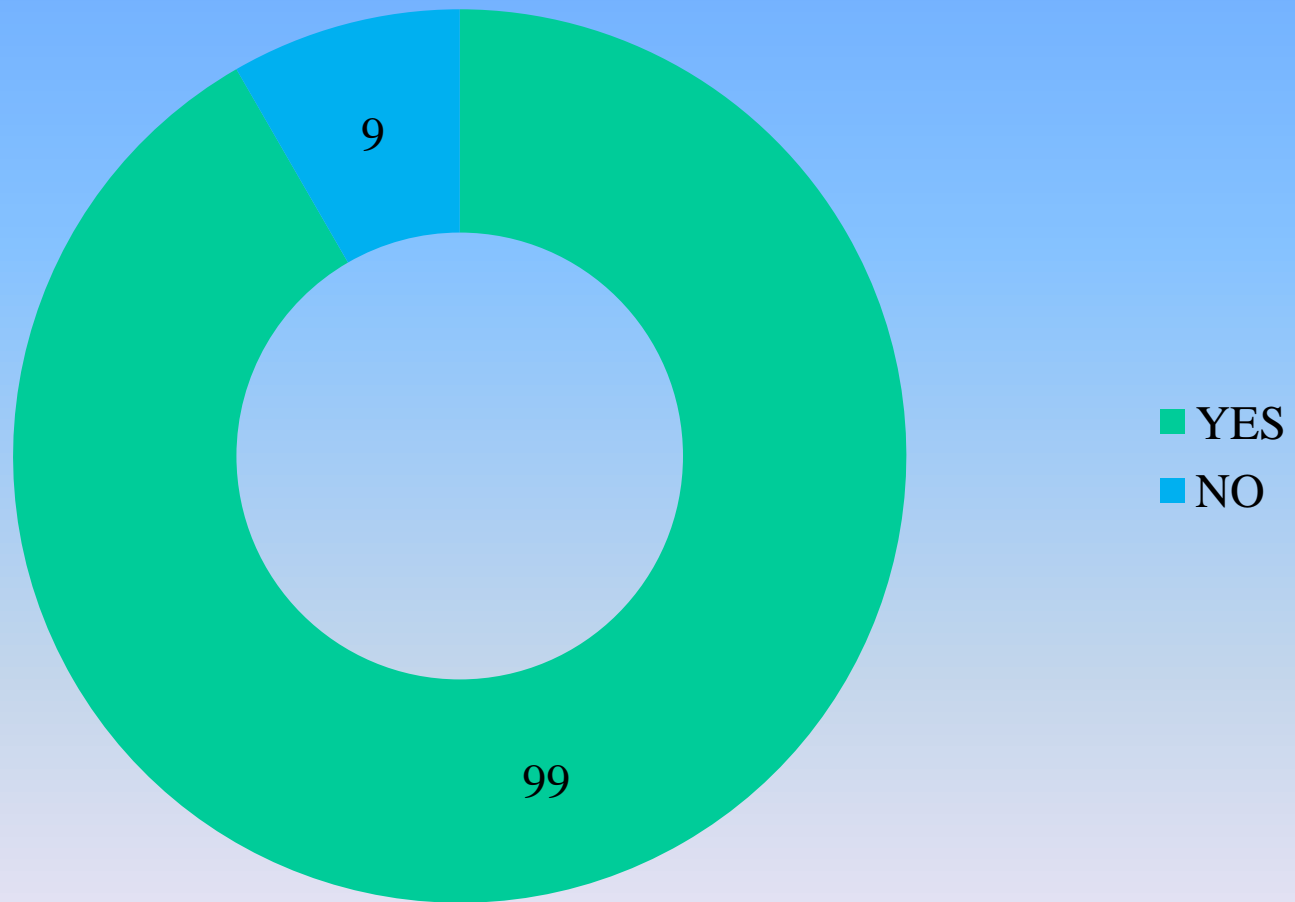
Q2:  Child and Family Services policy states that new employees are required to attend CAPS system training within six (6) months of hire. Were you able to attend CAPS system training within that timeframe?



16

92

YES
NO
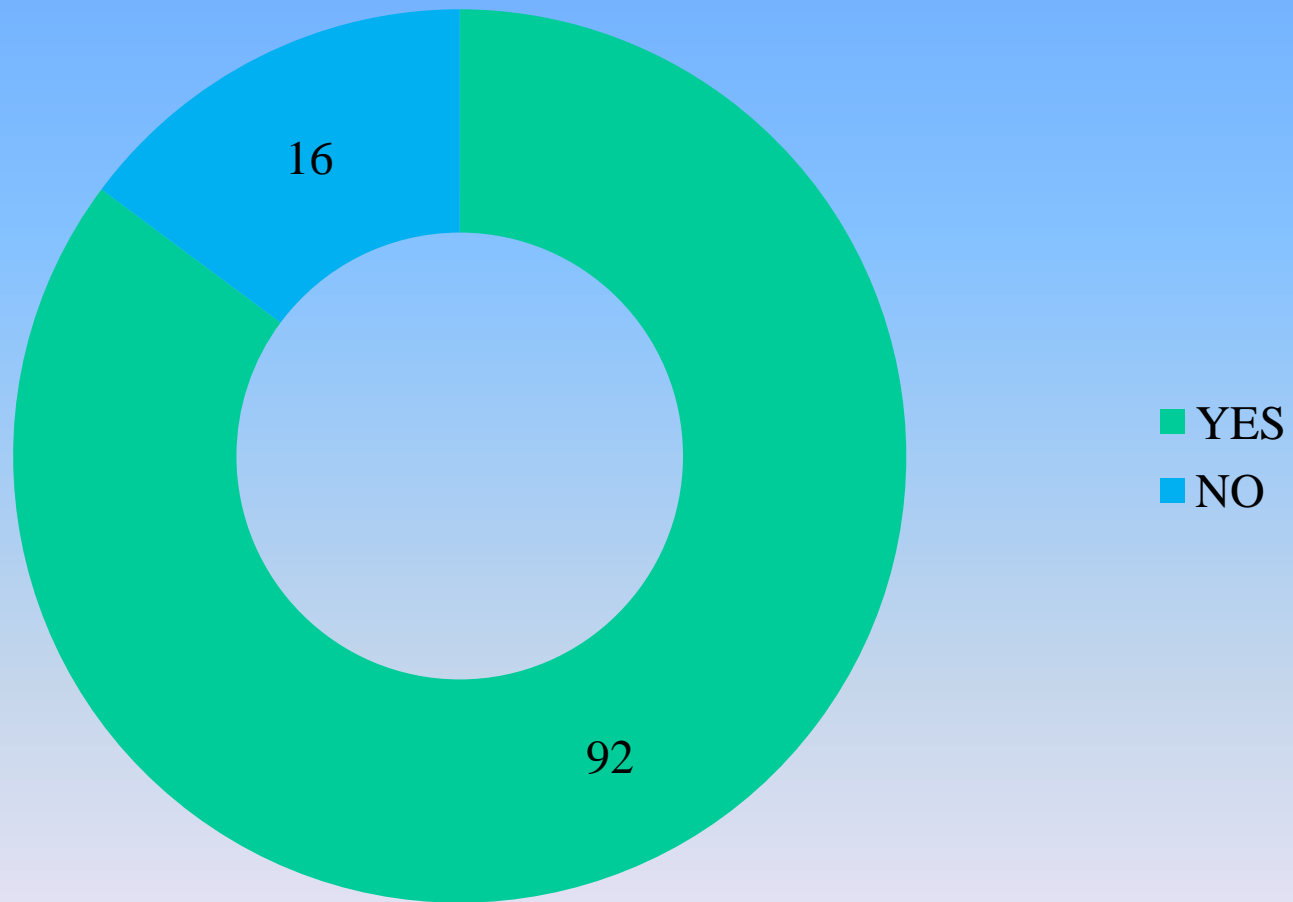
Q3: How long do you feel a worker should be at their job prior to attending CAPS system training?
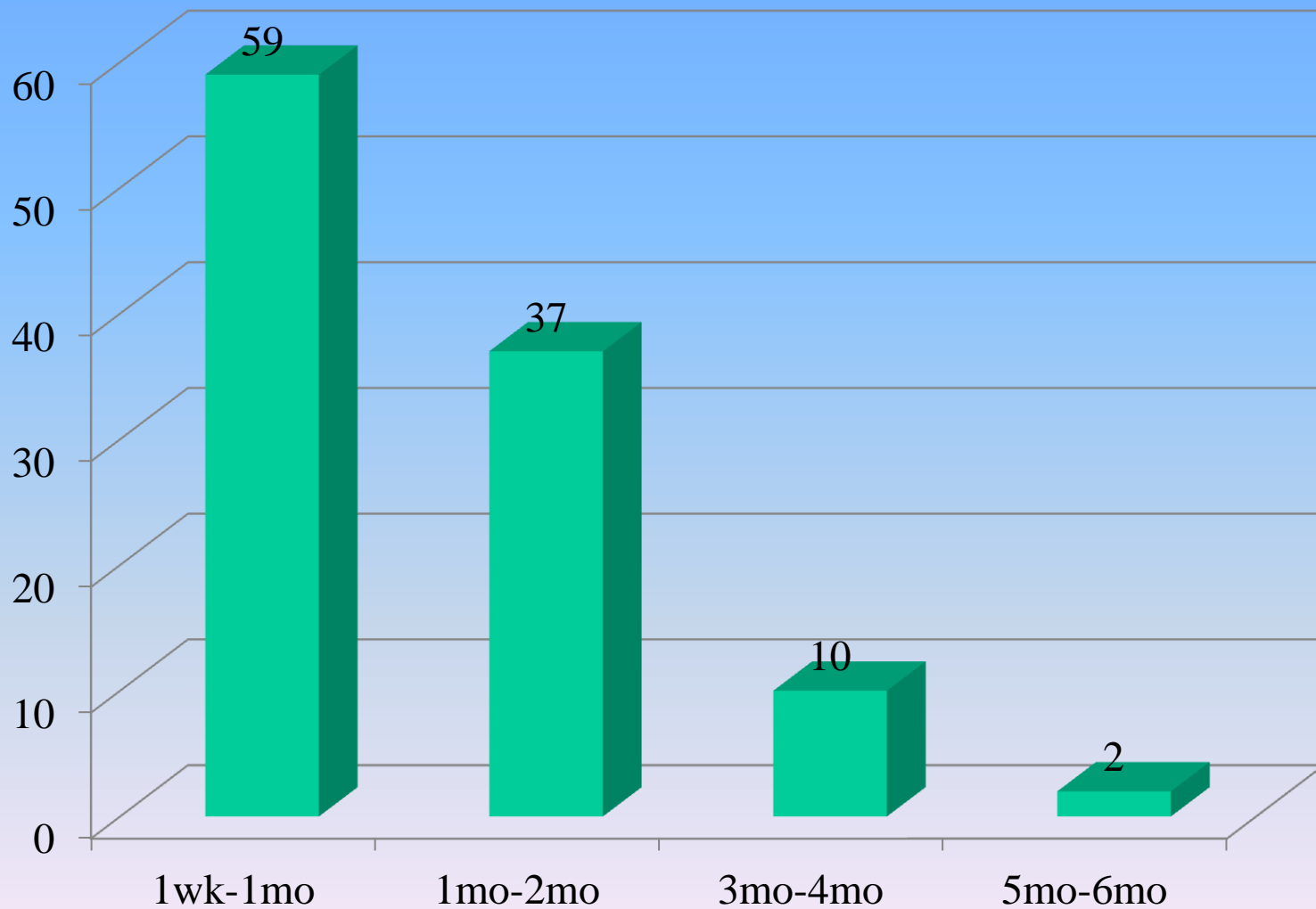
Q4: Training on other programs such as Word, Excel and Outlook are available via the DPHHS OURS website and other means. Have you requested or utilized this training?
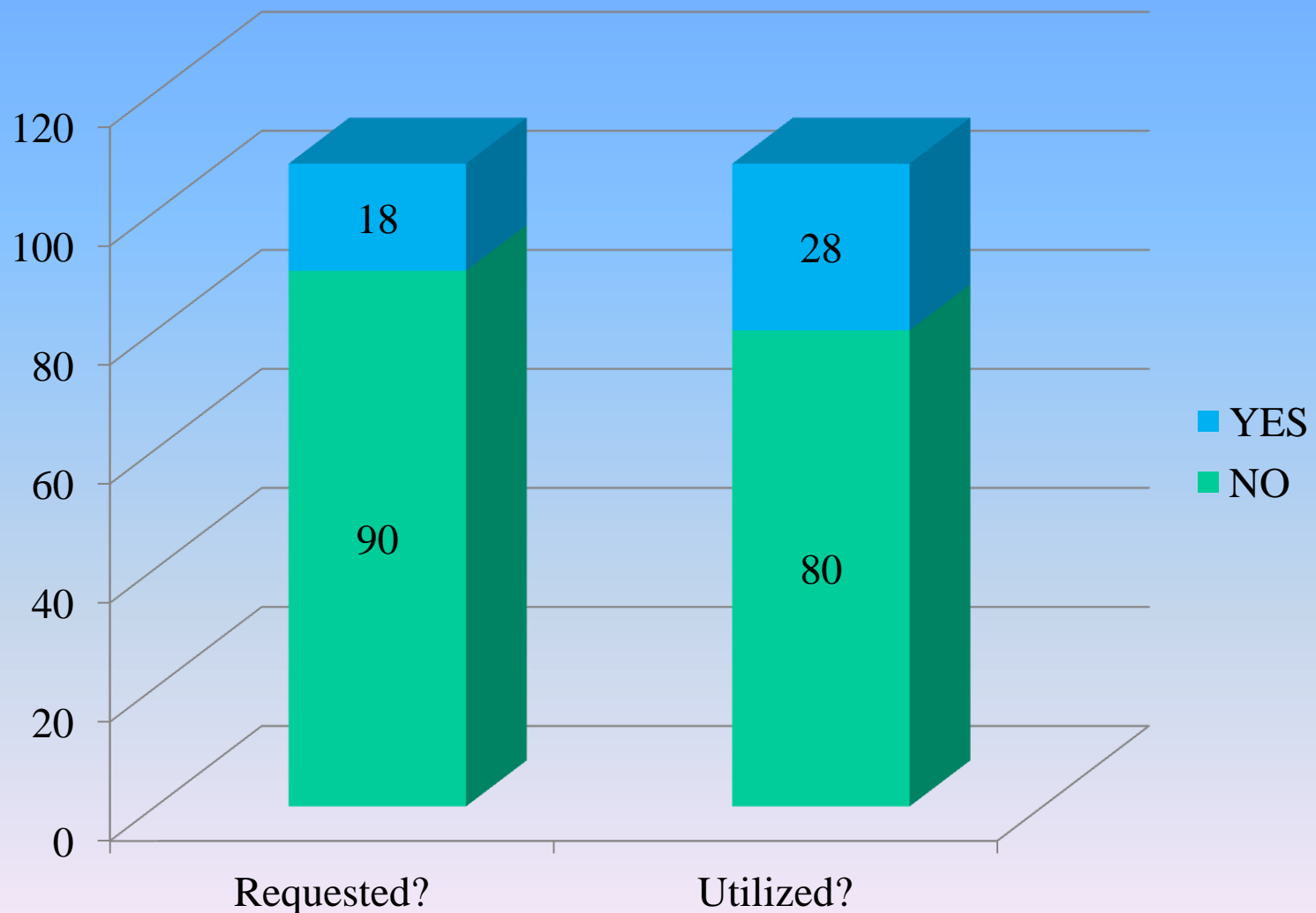
# Q5:  All employees are offered ongoing/advanced CAPS system training.  Have you ever attended an ongoing/advanced CAPS system training session?



15

93

■ YES
■ NO
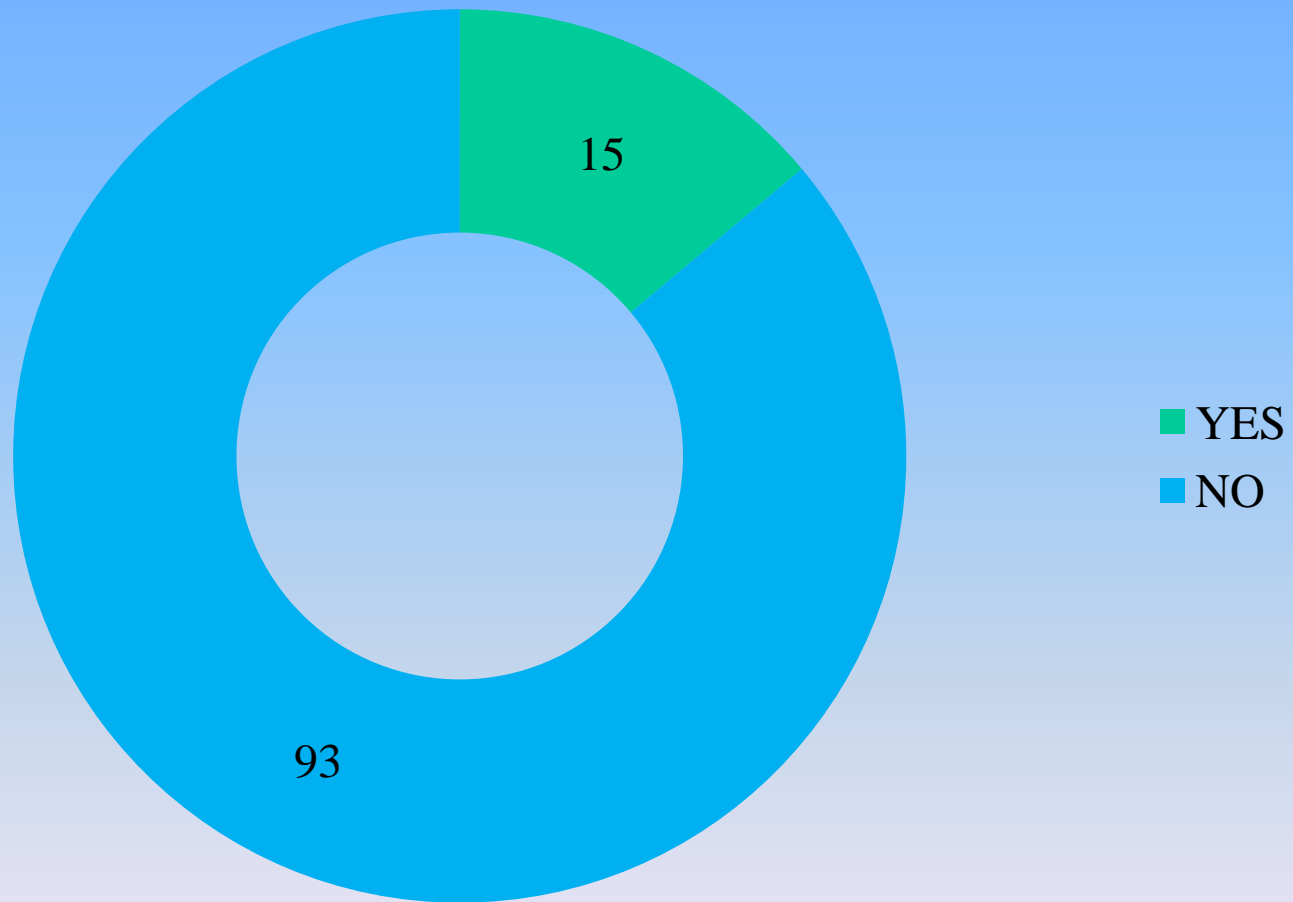
Q6: During 2010, ongoing/advanced CAPS system training sessions were offered in Helena. Please identify the factors that prohibited you from attending these sessions and that could potentially prohibit you from attending future advanced training sessions.

A. Did not receive notice ongoing/advanced sessions were being offered.
B. My request to attend was not approved by management.
C. The distance to travel is too far.
D. The material being covered in the sessions is not what I need.
E. I don't feel that I need advanced system training.
F. The dates that the sessions are offered are not convenient.
G. I don't use CAPS.
H. Other.



A 9
B 2
C 22
D 10
E 51
F 17
G 0
H 27
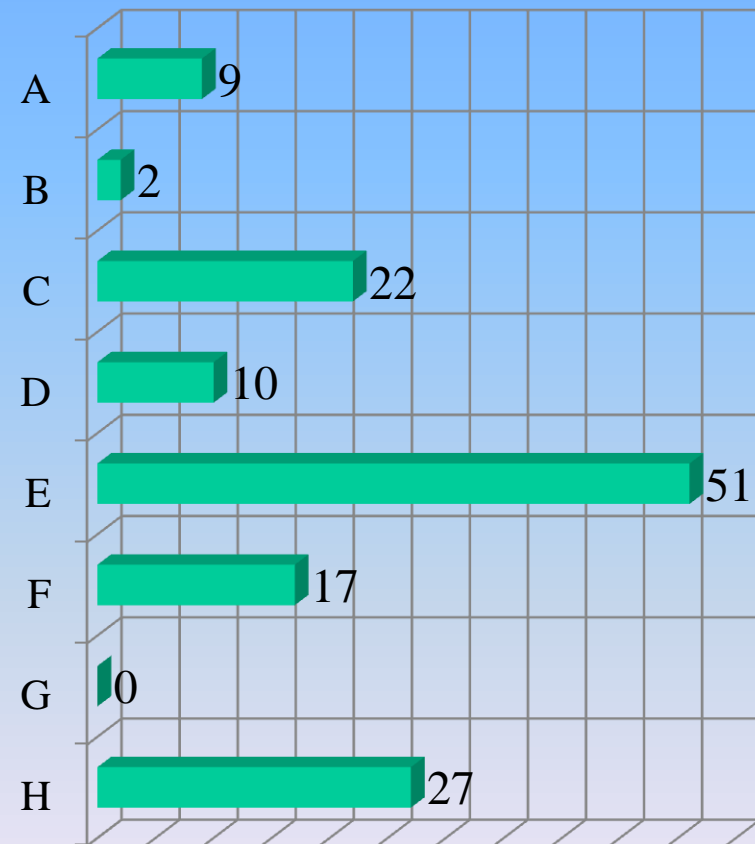
# Q7: If abbreviated CAPS training was to be offered on just "intake" or just "ongoing" information, would you be interested in this training?



56

52

YES

NO
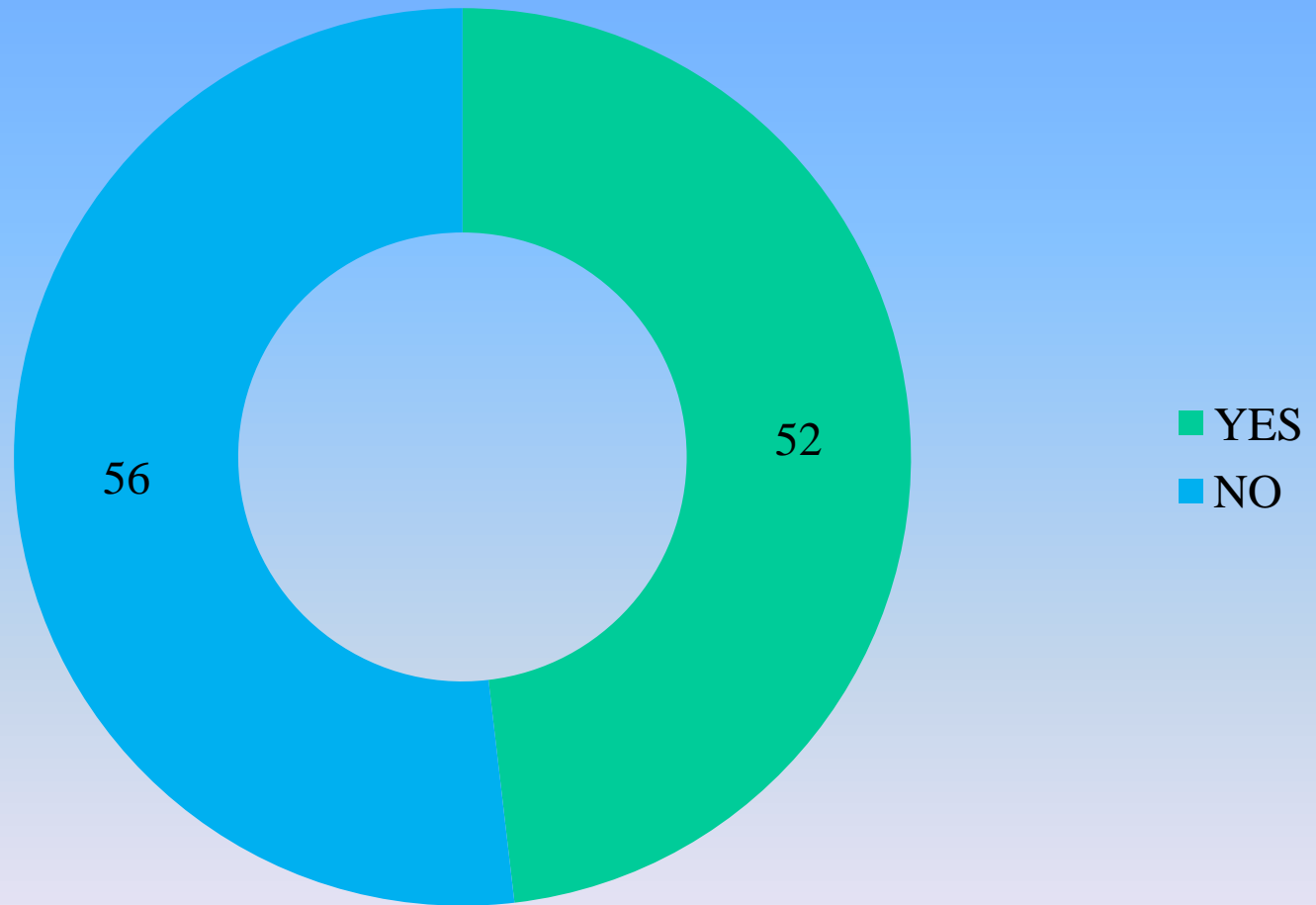
# Q8:  When there are policy changes that result in changes in system use, would you like to see the CAPS changes co-presented during annual policy training?



14

94

- YES
- NO
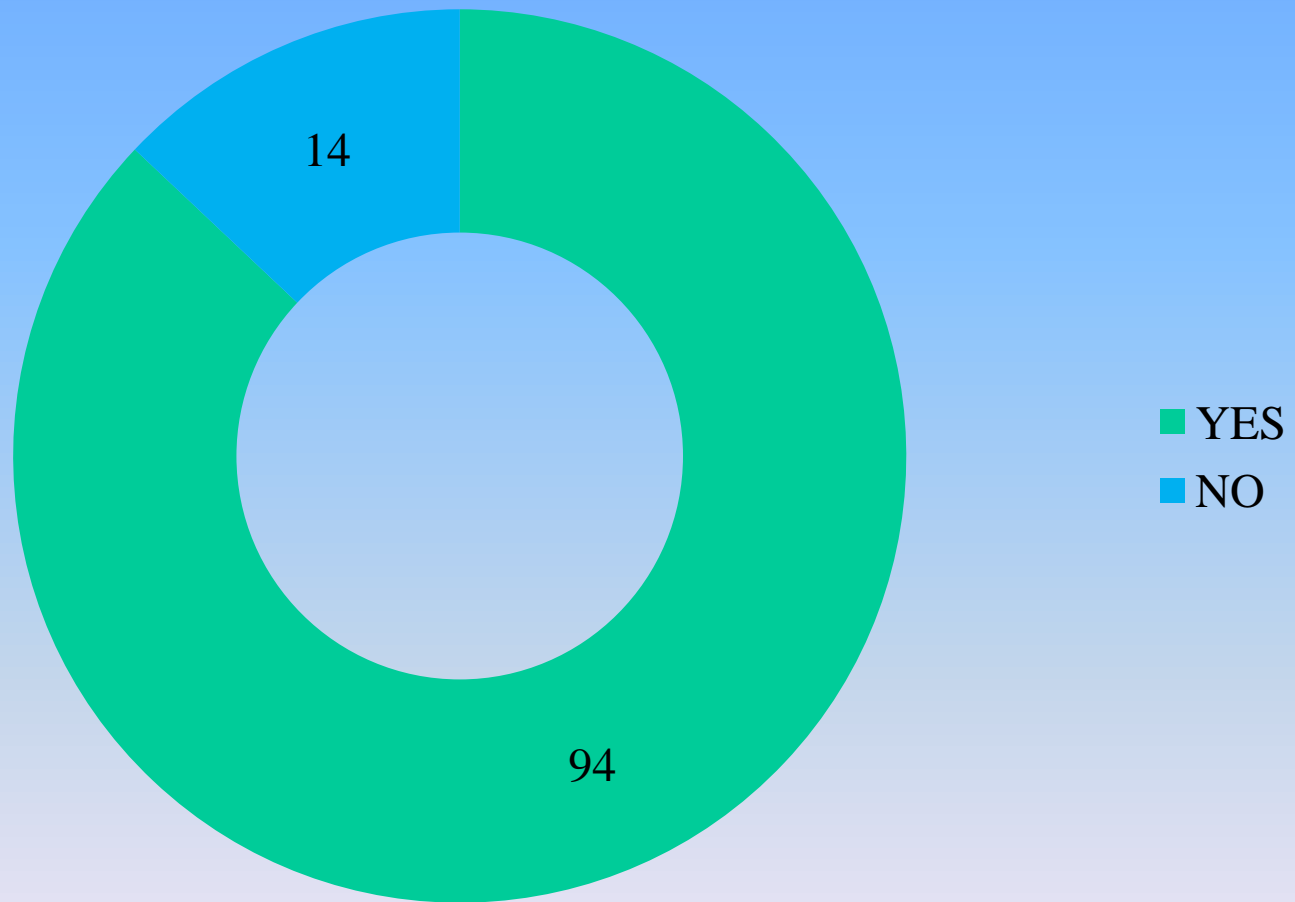
# Q9: When you experience CAPS system issues/problems, who do you contact or where do you go to get help?

A. A co-worker.
B. My supervisor.
C. CAPS Help Desk.
D. CAPS Computer Systems Specialist.
E. CAPS Liaison.
F. Program Office.
G. CAPS Training Guide.
H. CAPS Training Website.



| | |
|---|---|
| A | 83 |
| B | 42 |
| C | 94 |
| D | 24 |
| E | 4 |
| F | 3 |
| G | 42 |
| H | 11 |
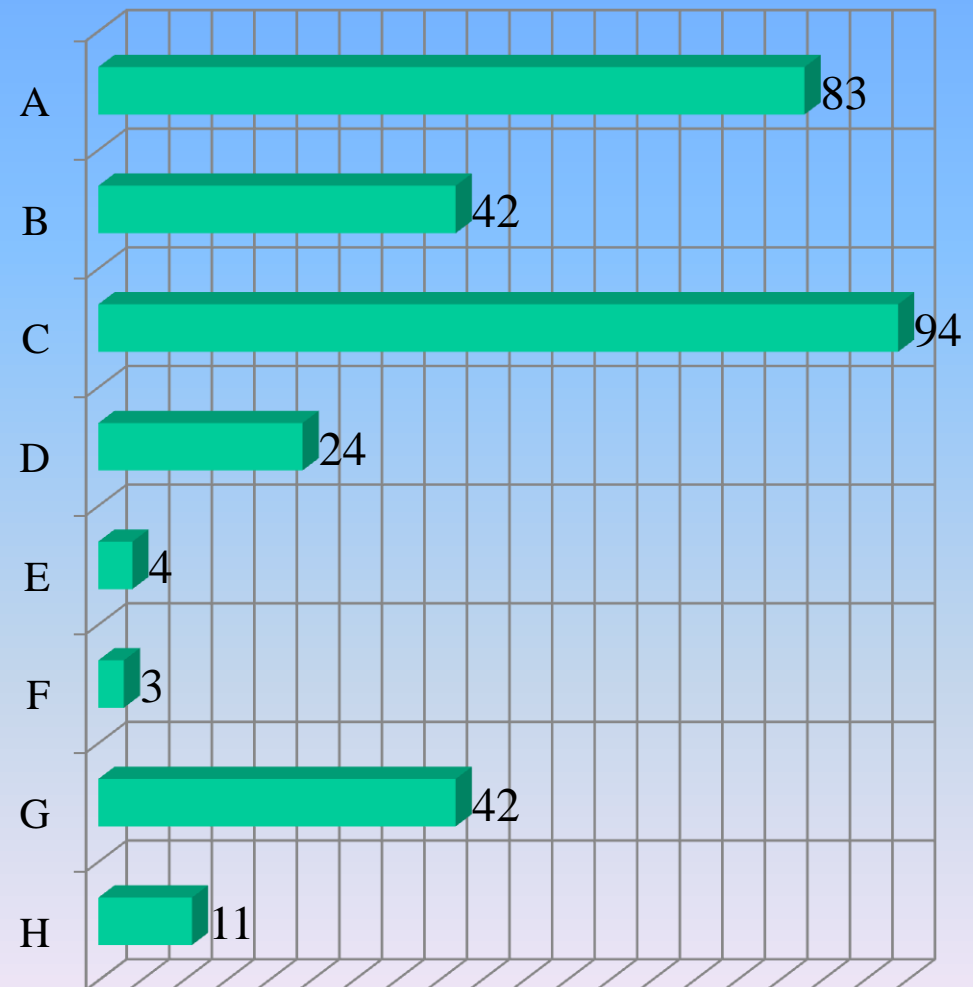
# Q10: When you create and/or notice data entry errors in the CAPS system, what do you do to correct them?

A.   Try to correct the problem myself.
B.   Ask a co-worker for help correcting the problem.
C.   Ask my supervisor for help correcting the problem.
D.   Call the CAPS Help Desk for help correcting the problem.
E.   Call the Program Office for help correcting the problem.
F.   Call Margaret Jennings-Jeffrey for help correcting the problem.
G.   Ignore it if the error was created by another worker. It's not my problem.
H.   Ignore it unless it is causing me to not be able to enter other information.

| Answer | Value |
|--------|-------|
| A | 77 |
| B | 59 |
| C | 40 |
| D | 81 |
| E | 7 |
| F | 22 |
| G | 2 |
| H | 10 |
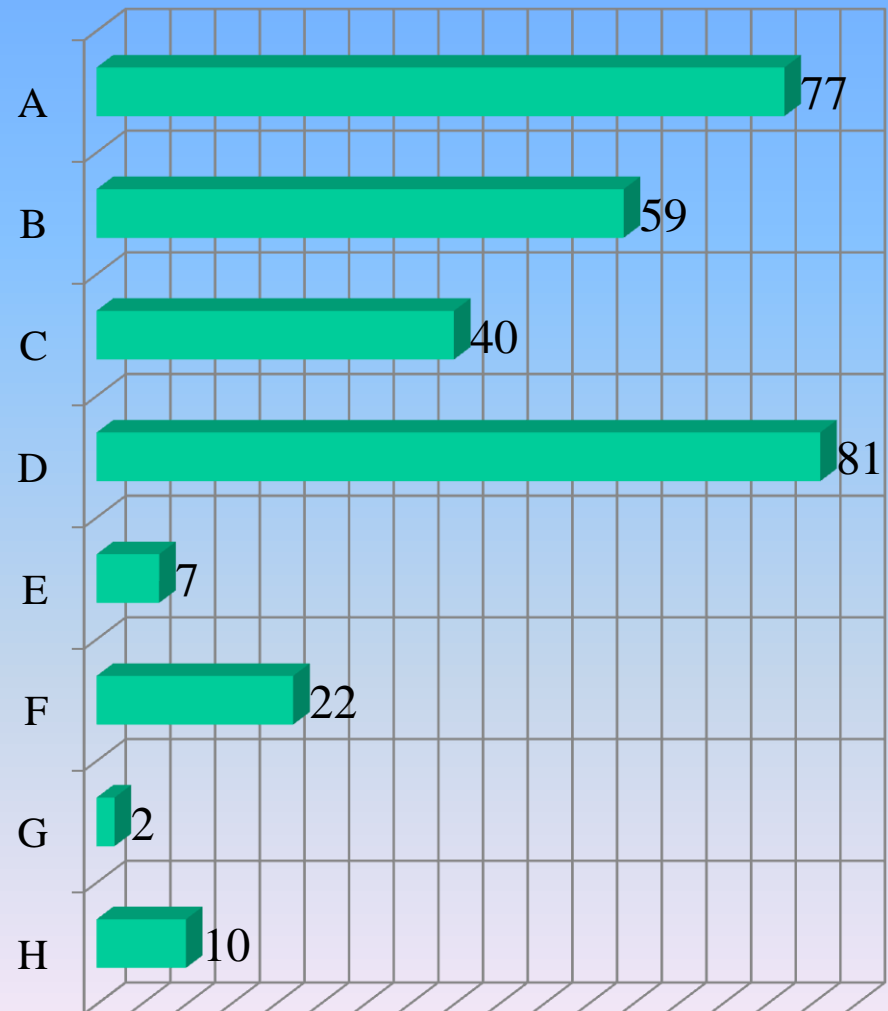
Q11: Have you ever been informed of, or are you aware of, how the information you enter into the CAPS system is utilized?

23

85

YES
NO
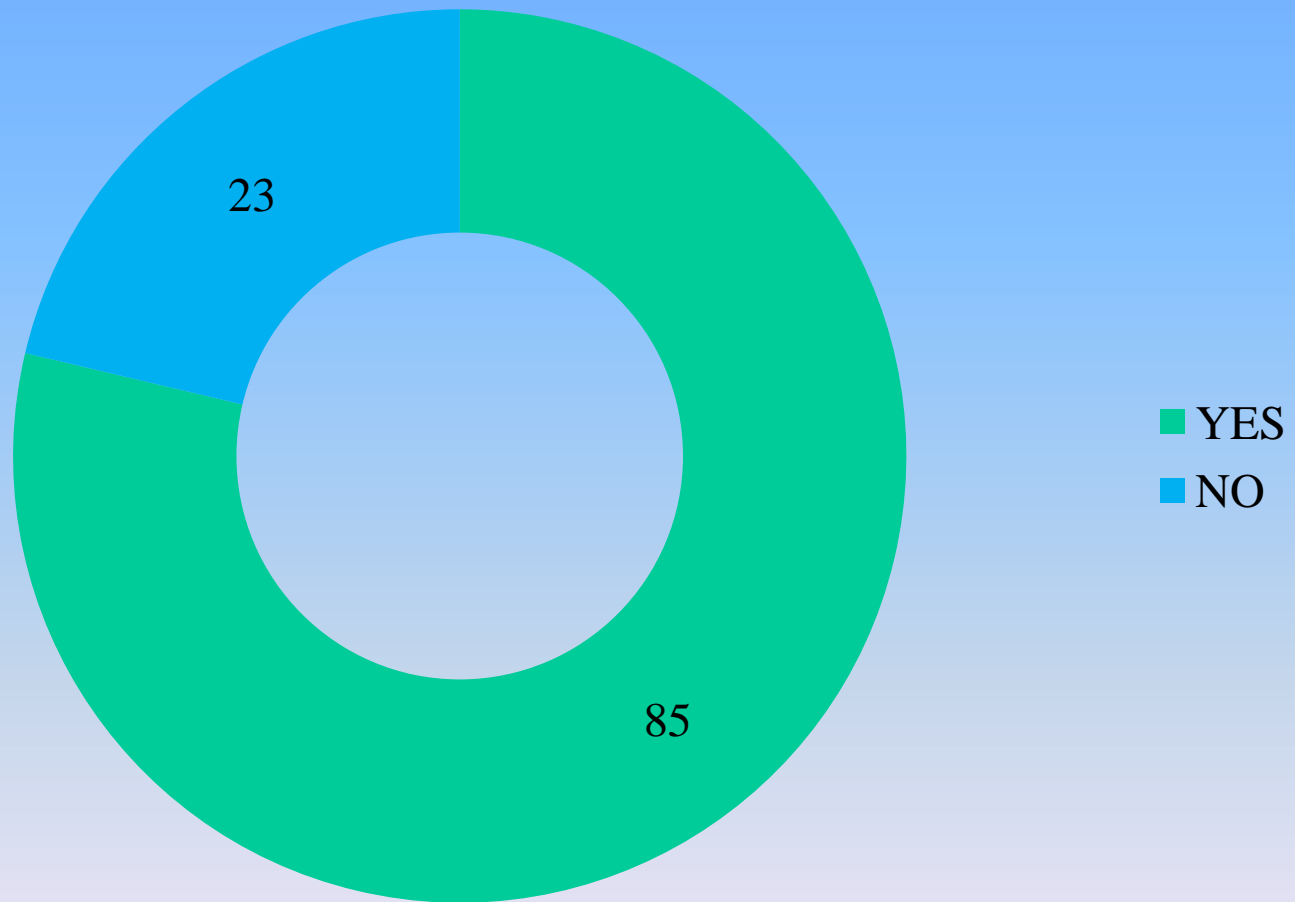
Q12: Do you feel knowing how the information that you enter into the CAPS system is utilized is important in helping you enter that information?



9

99

YES
NO
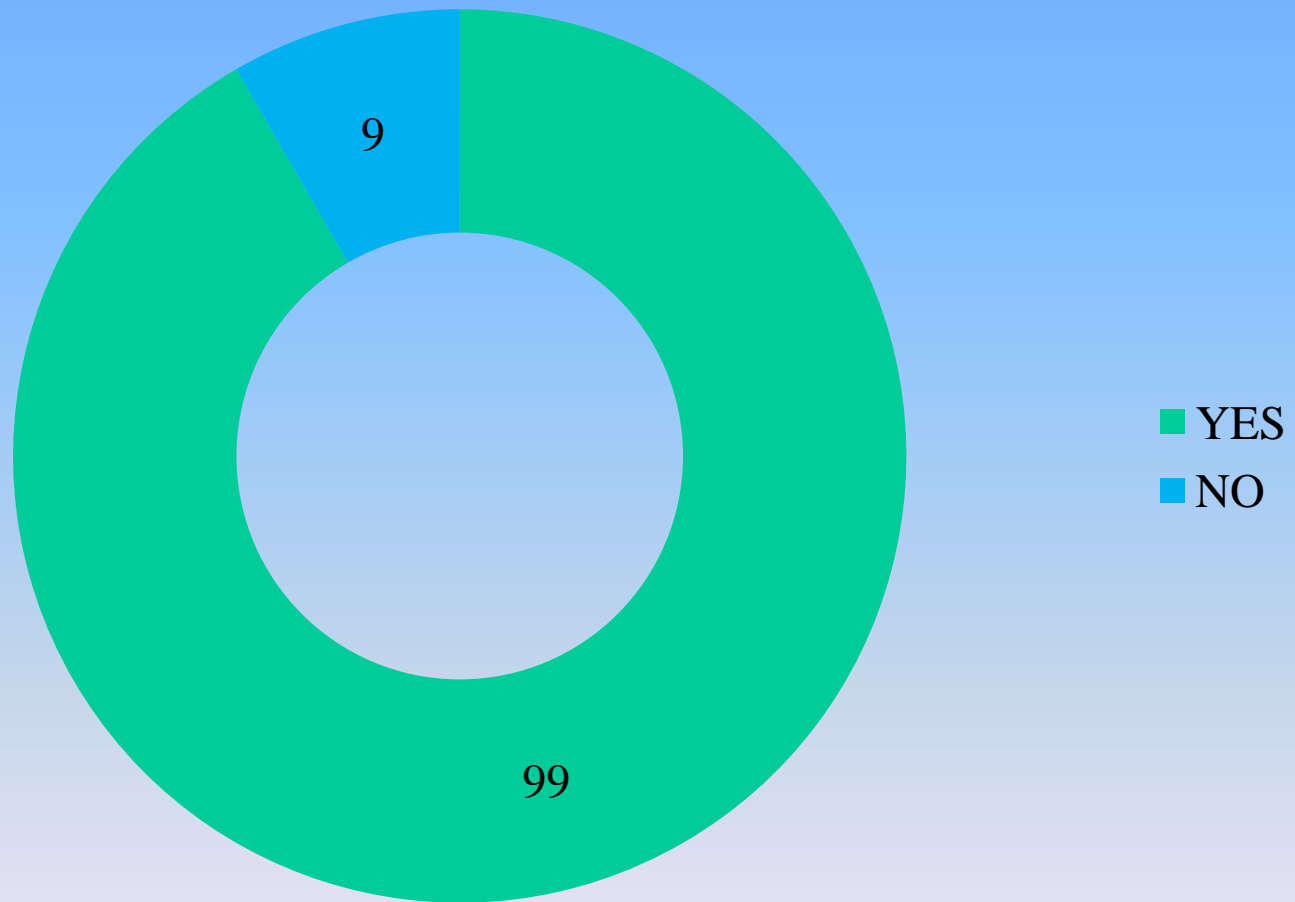
Q13:  Do you know which screens and data in CAPS affect NCANDS (National Child Abuse and Neglect Data System) reporting?

28

80

YES
NO
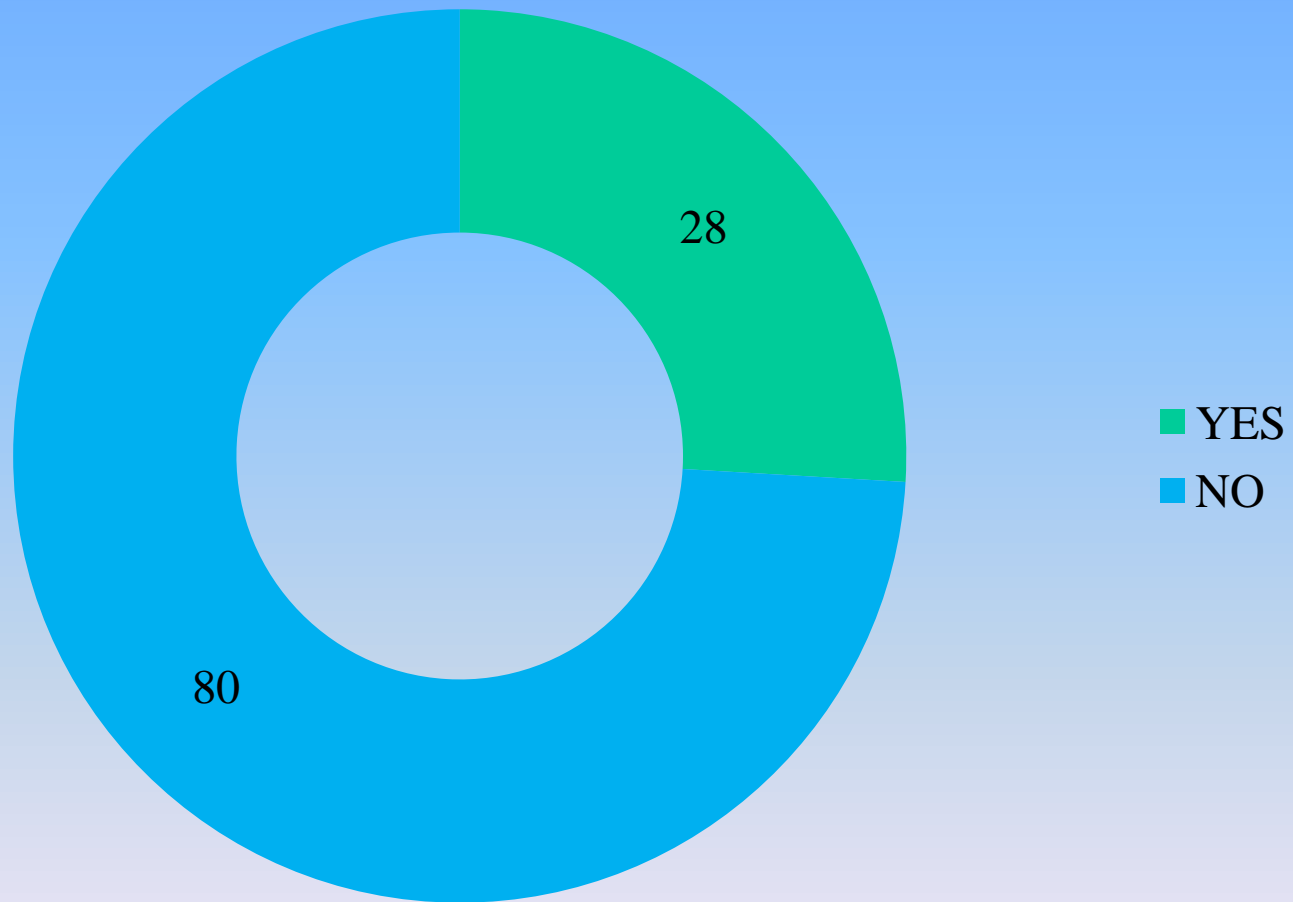
# Q14: Do you know which screens and data in CAPS affect AFCARS (Adoption and Foster Care Analysis Reporting System) reporting?



- YES — 52
- NO — 56
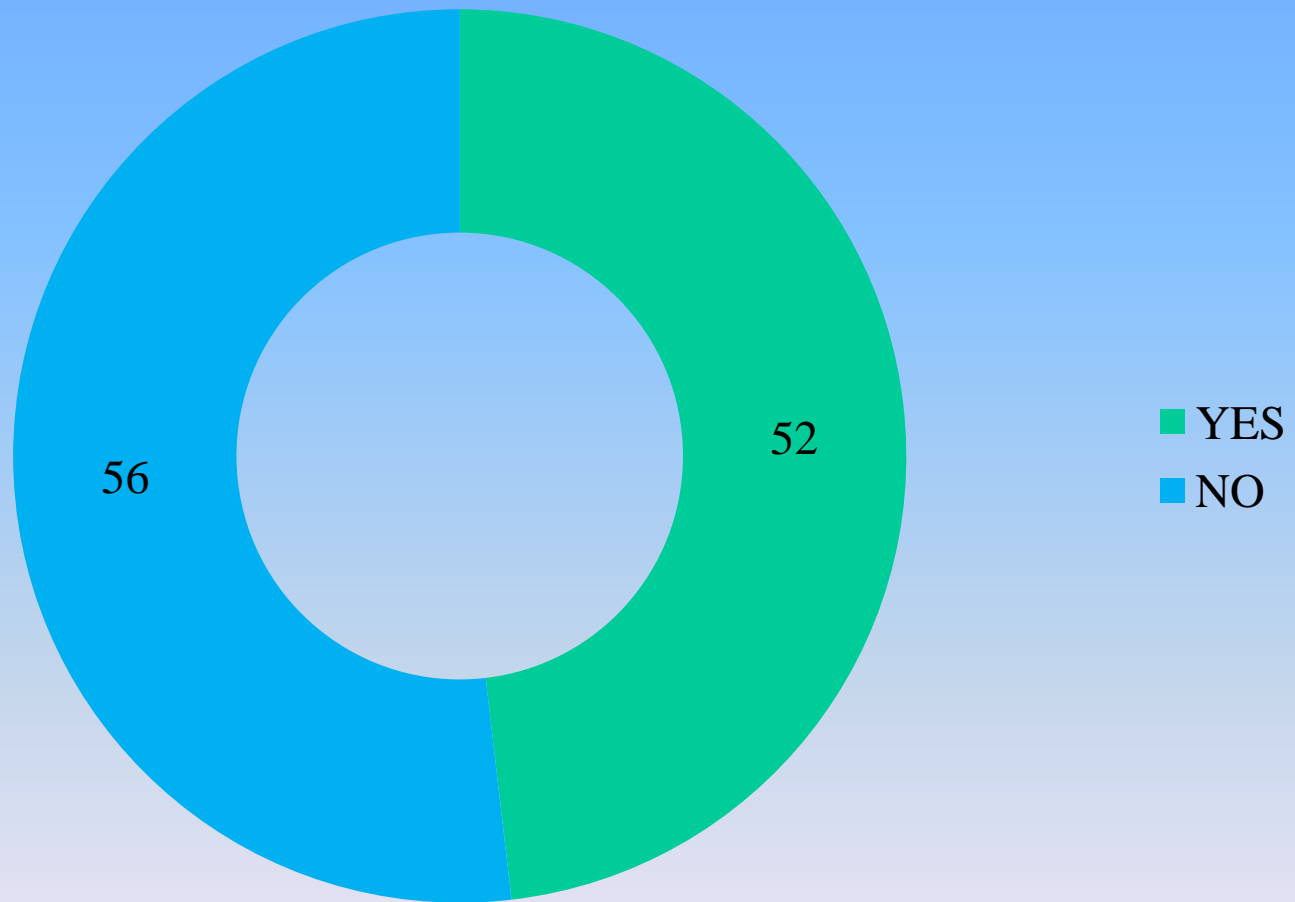
# Q15: Do you know what screens and data in CAPS need to completed when supervising an out-of-state client?



30

78

YES

NO
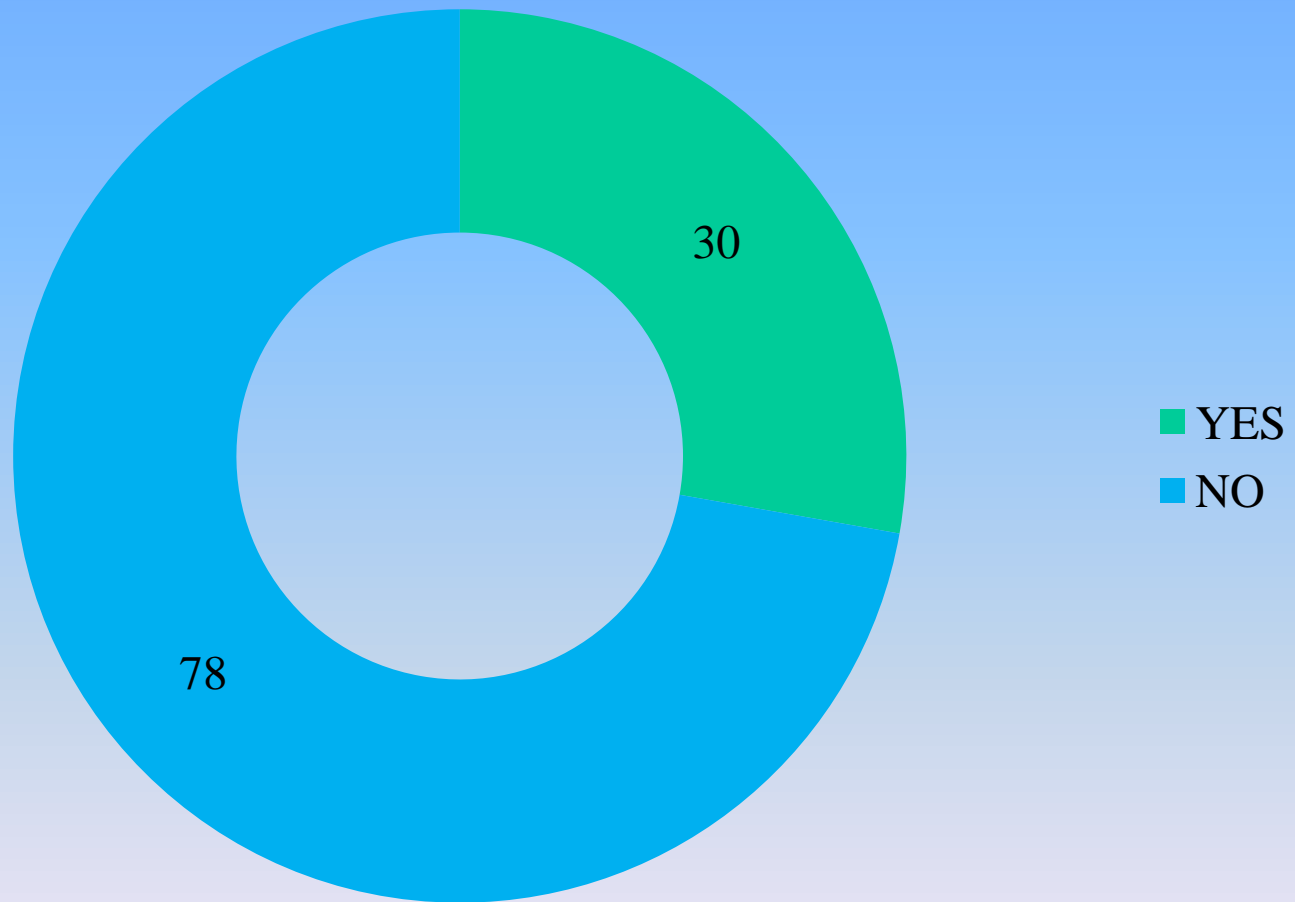
# Q16: Have you been made aware of what issues have been identified as needing improvement, and how to make these improvements with your CAPS data entry for the CFSR PIP (Child and Family Services Program Improvement Plan)?
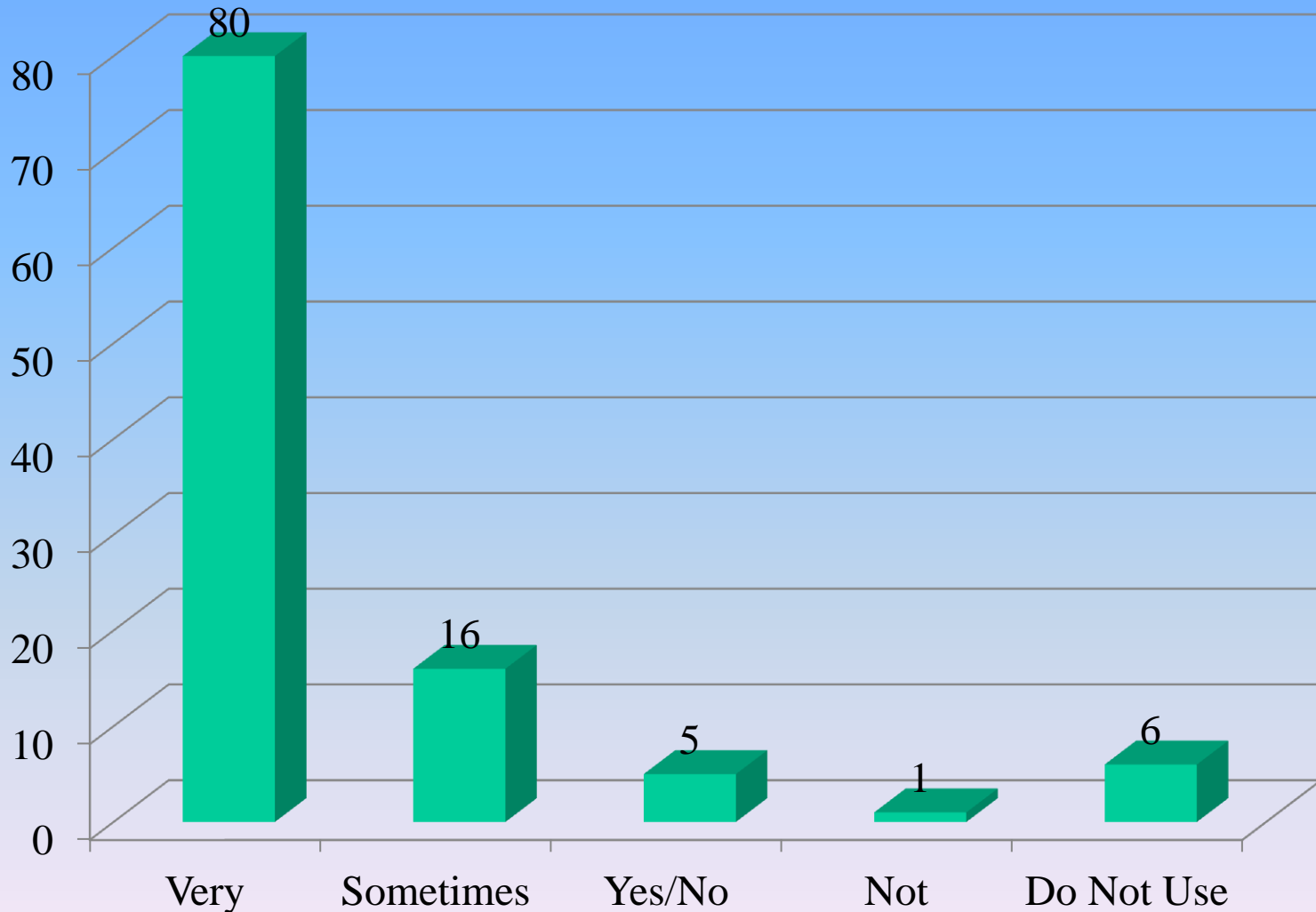
52

56

YES
NO
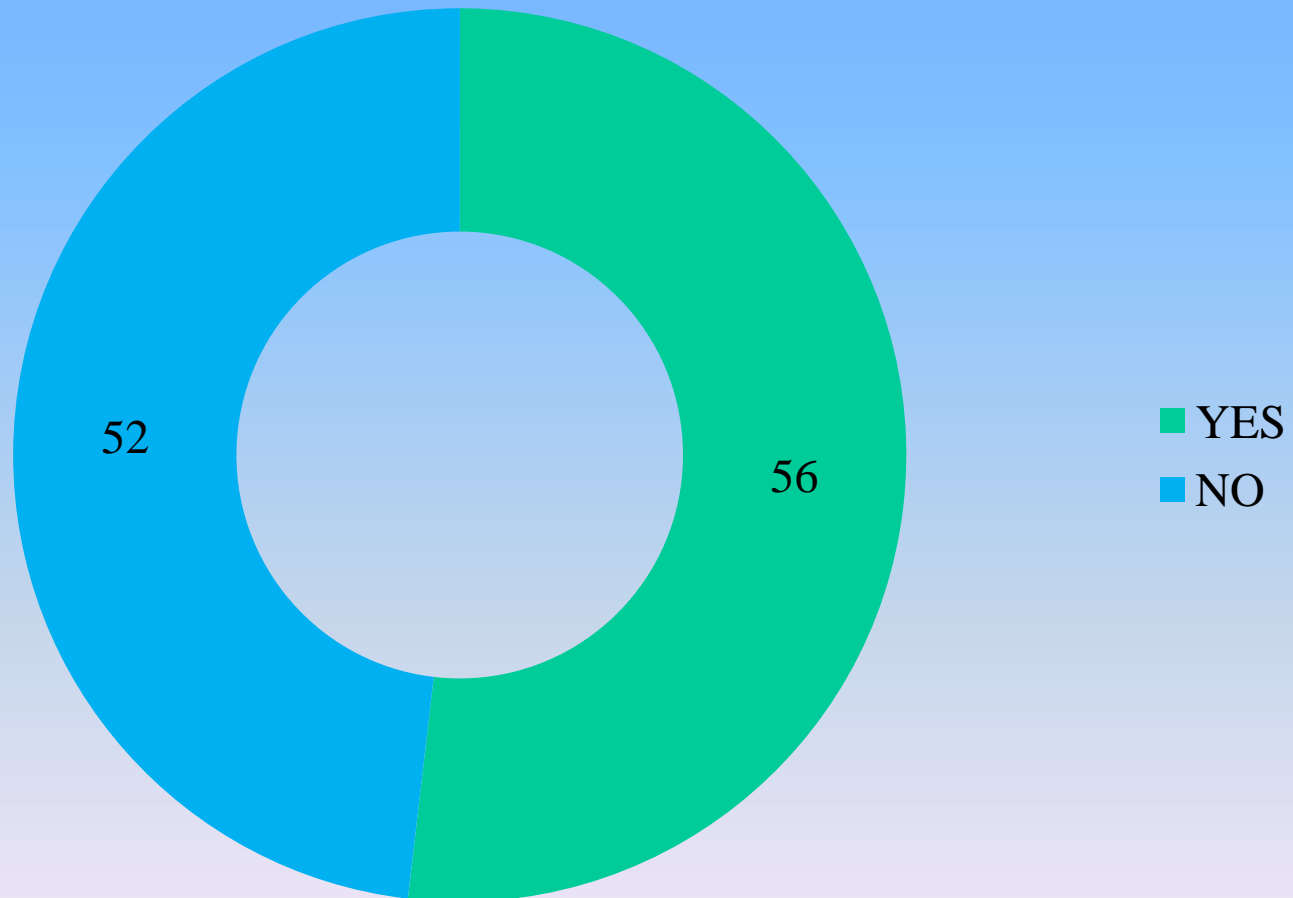
Q17: Please rate the usefulness of the **CAPS training materials** using the following scale: 1=very helpful; 2=sometimes helpful; 3=sometimes helpful, sometimes not helpful; 4=not helpful at all; 5=don't use this resource.
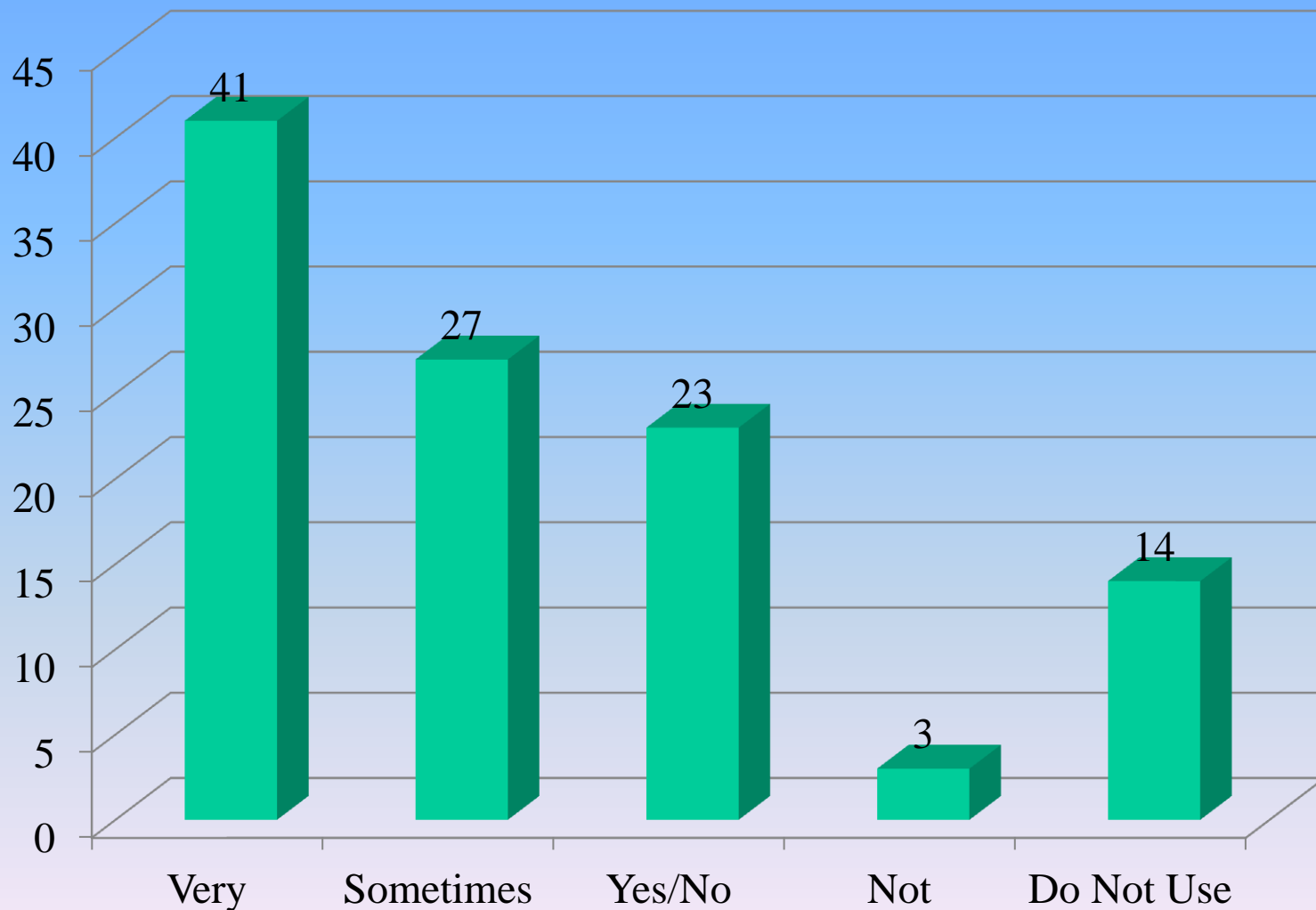
Q17: Please rate the usefulness of **CAPS online help** using the following scale: 1=very helpful; 2=sometimes helpful; 3=sometimes helpful, sometimes not helpful; 4=not helpful at all; 5=don't use this resource.
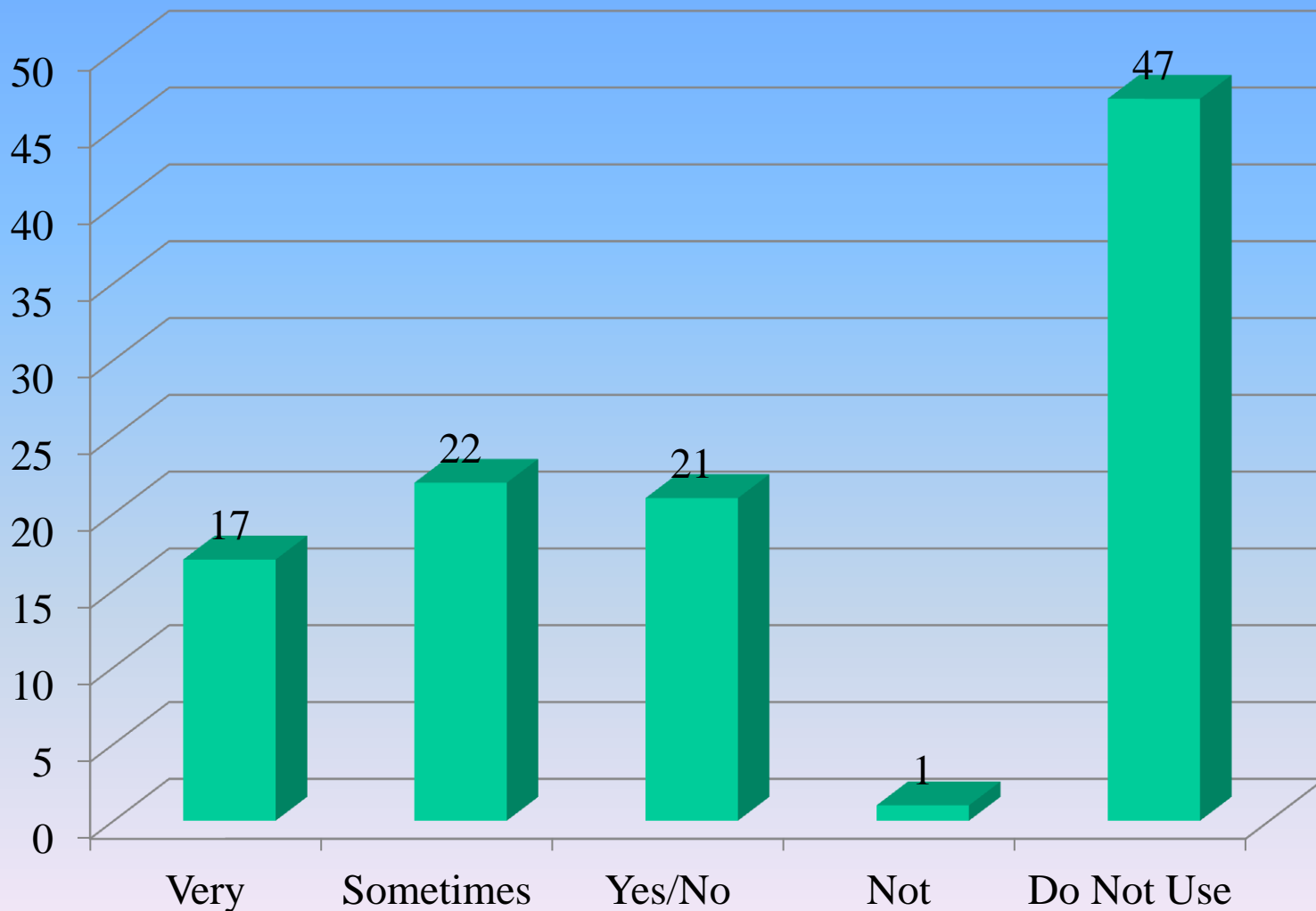
Q17: Please rate the usefulness of the **CAPS Help Desk** using the following scale: 1=very helpful; 2=sometimes helpful; 3=sometimes helpful, sometimes not helpful; 4=not helpful at all; 5=don't use this resource.

Q17: Please rate the usefulness of the **CAPS Training Website** using the following scale: 1=very helpful; 2=sometimes helpful; 3=sometimes helpful, sometimes not helpful; 4=not helpful at all; 5=don't use this resource.
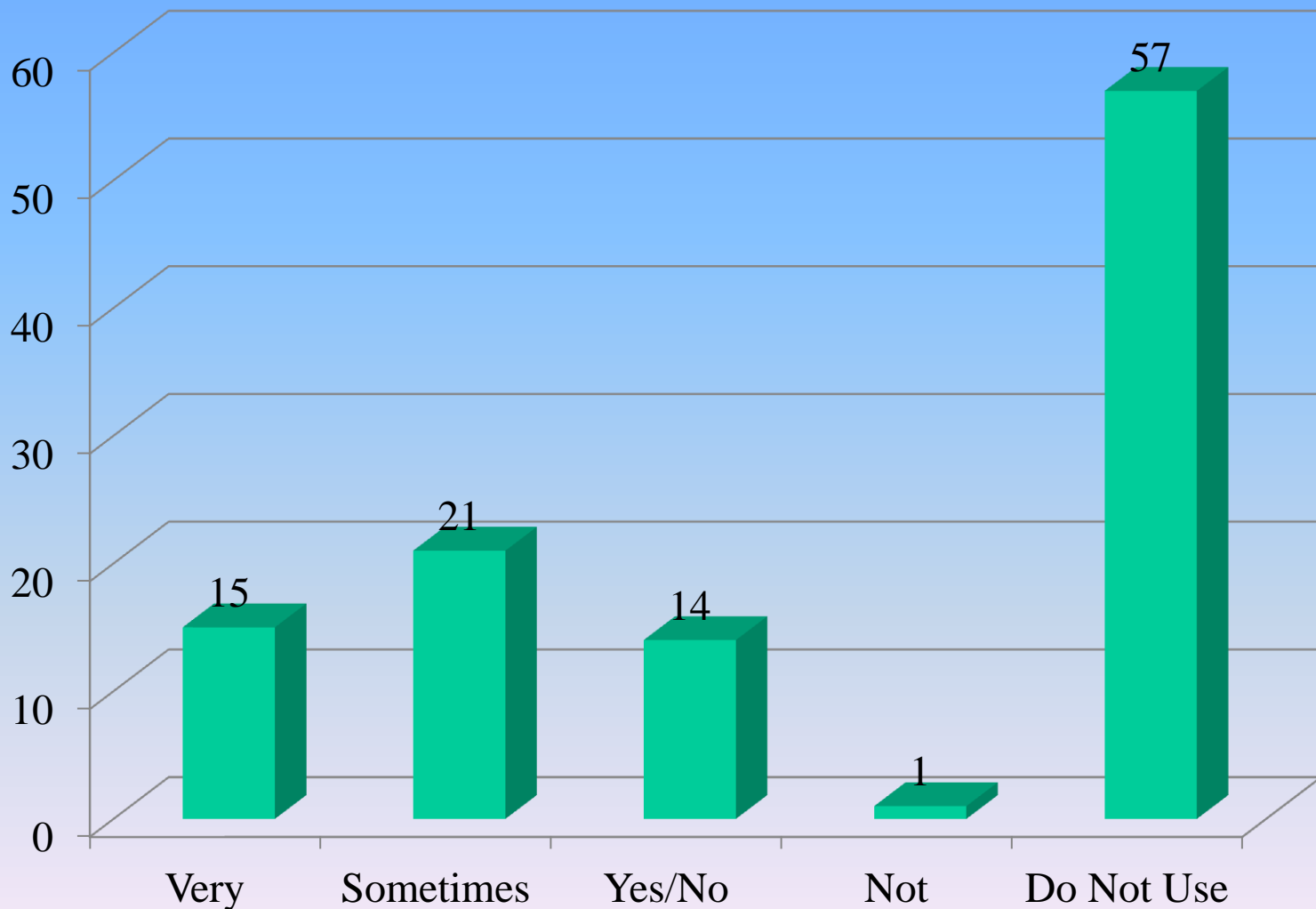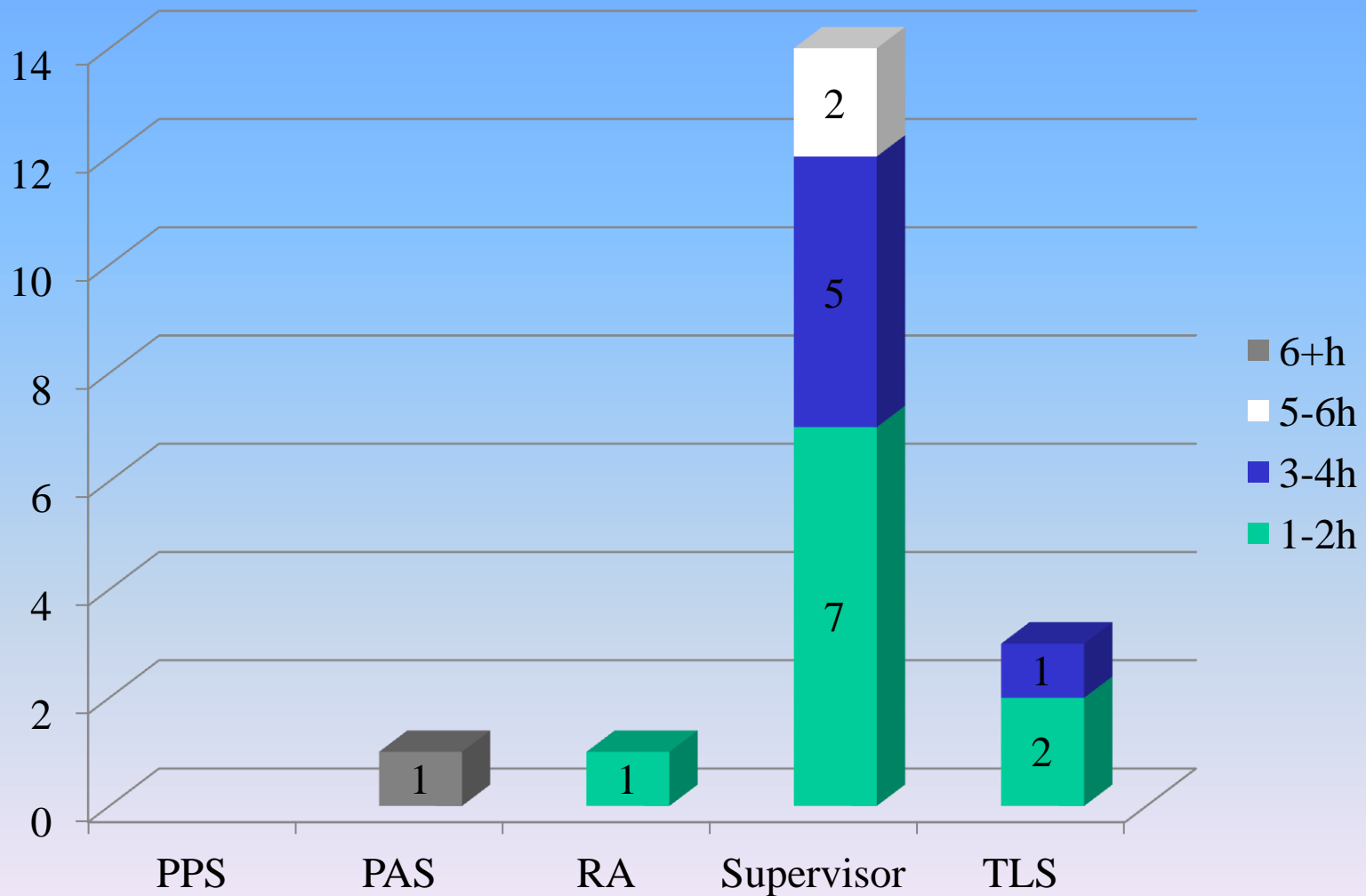
Q18: How many hours of your work day would you say you spend entering/accessing information in CAPS/DocGen (on average)?
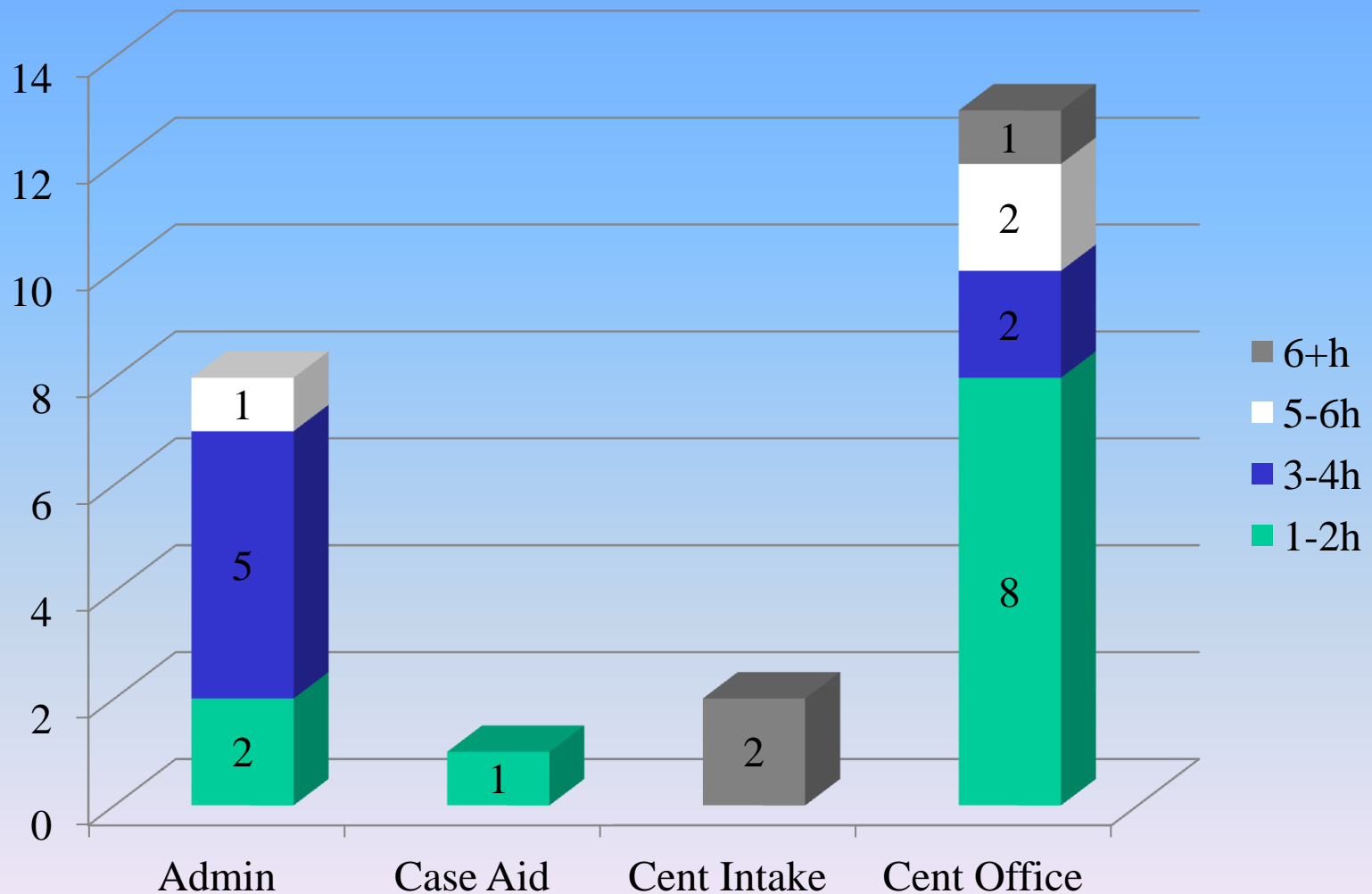
Q18: How many hours of your work day would you say you spend entering/accessing information in CAPS/DocGen (on average)?
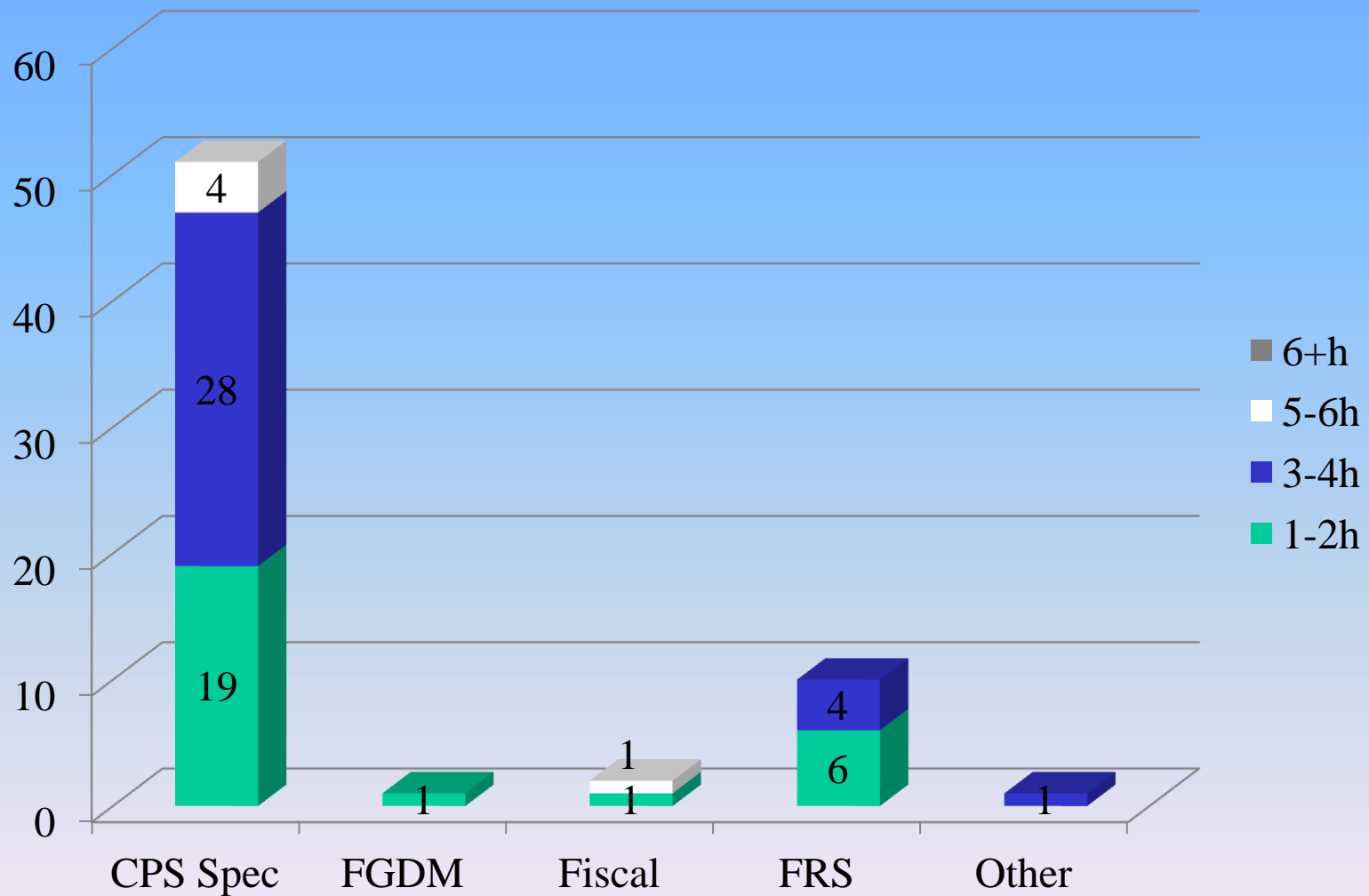
Q18: How many hours of your work day would you say you spend entering/accessing information in CAPS/DocGen (on average)?

Q19: Currently, the CAPS training website contains such information as the training schedule, training guides, screen guides, system documentation and links to other department websites. How often do you access the CAPS training website?